

1 (inaudible) so you know if you did make any changes, you're  
2 covered on that end, too.

3 MS. MUDRICK: Okay.

4 MS. GIBBS: And then you won't lose service.

5 MS. MUDRICK: Okay.

6 MS. GIBBS: And so if you could draw up your  
7 company letterhead, I'll tell you exactly what to put. The  
8 fax is sitting on your fax machine right now.

9 MS. MUDRICK: I'm looking. I'm right in front of  
10 it. It's not -- it hasn't -- it will probably be here in  
11 just a moment.

12 MS. GIBBS: Okay. Yeah, because I got an okay on  
13 it, but I guess --

14 MS. MUDRICK: (Inaudible.) Did he sign off? Oh,  
15 just to change the name.

16 MS. GIBBS: I'm sorry?

17 MS. MUDRICK: Just to change the name of person of  
18 contact?

19 MS. GIBBS: Yes.

20 MS. MUDRICK: Oh, okay.

21 MS. GIBBS: We had you in here. You are in the  
22 notes and everything.

23 MS. MUDRICK: Oh, yes, yeah. That was just for  
24 name changes. I'm not paying (inaudible).

25 MS. GIBBS: Oh, no, no, no.

1 MS. MUDRICK: I just wanted to be sure that you  
2 guys have somebody because, you know, a year or so or  
3 whatever -- you know what I mean.

4 MS. GIBBS: Yeah. I don't blame you. I know what  
5 you mean. And so (inaudible) have anything that you had  
6 mailed out to Jeff Pallin that you didn't receive or --

7 MS. MUDRICK: No. This is (inaudible). That's  
8 what is going on with him right now.

9 MS. GIBBS: Okay. And it's 603-472-7045, right?

10 MS. MUDRICK: Seven-oh-four-five, yeah.

11 MS. GIBBS: Let me see if I can do it again.  
12 Okay.

13 MS. MUDRICK: I just don't want anything to,  
14 like --

15 MS. GIBBS: Yeah.

16 MS. MUDRICK: There is a lot going on through  
17 corporate.

18 MS. GIBBS: Yeah. So we'll just make sure, you  
19 know, just in case that they didn't. And if they did, you  
20 all will be covered either way. So can you have your  
21 company letterhead (inaudible), and I'll tell you exactly  
22 what to put?

23 MS. MUDRICK: Oh, you want me to grab a piece of  
24 our company letterhead?

25 MS. GIBBS: Yes, your company letterhead, and then

1 just fax over the form to me. I'm going to have you send  
2 the form back to me as well.

3 MS. MUDRICK: Okay. Just a moment.

4 MS. GIBBS: Not a problem.

5 (End of Call)

6 FEMALE SPEAKER: Good morning. WCW.

7 MS. GIBBS: Yes, hello. Can I speak to Jeff  
8 Wilkinson, please?

9 FEMALE SPEAKER: Yes. May I tell him who is  
10 calling?

11 MS. GIBBS: Marsha.

12 FEMALE SPEAKER: Marsha?

13 MS. GIBBS: Uh-huh.

14 FEMALE SPEAKER: All right. Thank you, Marsha.

15 MS. GIBBS: Thank you.

16 (Pause)

17 MR. WILKINSON: Hi. This is Jeff.

18 MS. GIBBS: Yes, hi, Jeff. This is Marsha again.  
19 I'm calling from Advantage Communications in our corporate  
20 office. I got let you know calls are monitored and recorded  
21 for quality assurance purposes.

22 MR. WILKINSON: Okay.

23 MS. GIBBS: I'm calling you to apologize,  
24 actually. I see here where you're leaving our service. We  
25 want to thank you for the business you did give us. And if

1 things don't work out with your new company, we'd like an  
2 opportunity to work with you maybe in the future.

3 MR. WILKINSON: Sure.

4 MS. GIBBS: Now the lines are still billing here  
5 with us. I wanted to know whether you wanted us to leave  
6 those lines up and running for right now, or do you want to  
7 just go ahead and take the service down.

8 MR. WILKINSON: I'm sorry. Say that again,  
9 please?

10 MS. GIBBS: The company that you switched to has  
11 not taken the services over yet, no fault to them. It's  
12 probably that we got our alert a little bit too soon in the  
13 local before they could switch it. So the lines are still  
14 billing here with us. Our company is not charged to do  
15 partial line billing. That's the reason it would cause a  
16 disruption to everything because we don't have authorization  
17 on file to carry this traffic. So I'm going to ask you if  
18 you wanted us to keep it up and running until this new  
19 company could get you switched, or whether or not you wanted  
20 to just go ahead and proceed to take the service down.

21 MR. WILKINSON: Well, if you take the service  
22 down --

23 MS. GIBBS: Yeah. You won't have any long  
24 distance capability at all. So what I can do is I can send  
25 you a letter of agency from our company. This would allow

1 us to carry the traffic in the interim period only until  
2 this company could come in and get you switched. If you  
3 want, you can attach an addendum on your company letterhead  
4 stating the company that you're switching to. On the form  
5 itself, you can put "see attached addendum." And this way,  
6 you know, it's two things on file that they know it's only  
7 for temporary until they can pick you up. And this way,  
8 you'll transition from one company to another smoothly.

9 MR. WILKINSON: Yeah. Well, I'm certainly going  
10 to need to make sure that that happens.

11 MS. GIBBS: Okay. I'm going to stay with you.  
12 Actually, I have to confirm with you on this recorded line  
13 because the call is monitored in its entirety, and they're  
14 going to listen, you know, to make sure that I got it back  
15 from you. And so in essence, I'll send it to you now. If  
16 you can grab your company letterhead, I'll tell you exactly  
17 what to put because you've got to state the company and  
18 everything.

19 MR. WILKINSON: Well, I know my company.

20 MS. GIBBS: The company that you switched to is  
21 what I was talking about.

22 MR. WILKINSON: Well, I don't have their  
23 letterhead here in front of me.

24 MS. GIBBS: No. Your letterhead. You have to  
25 grab your company's letterhead, WCW.

1 MR. WILKINSON: Yeah.

2 MS. GIBBS: And then I just need you to put --  
3 I'll tell you the verbiage you've got to put because you  
4 have got to include the company that you're switching to in  
5 that verbiage. And the form should be there shortly. And  
6 all we need to do is just confirm with you I have it, and  
7 we're done.

8 MR. WILKINSON: Okay.

9 MS. GIBBS: This form authorizes Advantage to keep  
10 my lines up and running -- and tell me when you've got all  
11 that.

12 MR. WILKINSON: You want me to write this down?

13 MS. GIBBS: Uh-huh, on your company letterhead.  
14 And you have to sign it and put the date on it. And then on  
15 the form itself -- and I just sent that over to you -- all  
16 we need is just company billing name, today's date, and the  
17 signature. And then you have to put --

18 MR. WILKINSON: Can you just write it down for me  
19 and fax it over to me, and I'll get it typed up? How is  
20 that?

21 MS. GIBBS: Well, that's not normally how it works  
22 because it has to be recorded in the line that you actually  
23 -- I can't write it and send it to you. You have to write  
24 it. That's why I'm just going to tell you what to write.  
25 It takes two minutes. I don't want you to mistake urgency

1 for pressure, but I don't want you to lose your service.

2 MR. WILKINSON: I'm guess I'm being -- I'm a  
3 little confused on what is going on here. I mean, I didn't  
4 -- number one, when I switched over to you folks, I didn't  
5 have to do any of this with any other group. And --

6 MS. GIBBS: Well, I'm calling you for --

7 MR. WILKINSON: -- all this is is switching over  
8 to another group. And what they will do is take the lines.  
9 And so let me talk to the guy that I'm working with.

10 MS. GIBBS: The problem is we got a disconnect --  
11 I'm calling you from our cancel department, Jeff.

12 MR. WILKINSON: Sure.

13 MS. GIBBS: We got a cancellation that you were  
14 switching to another vendor. Our company is not -- we are  
15 not authorized to carry the traffic at this point, and  
16 everything is still billing here with us. That's the reason  
17 why I asked you as a courtesy -- normally, what I do is if  
18 you cancel, they cancel out in the system.

19 MR. WILKINSON: Appreciated.

20 MS. GIBBS: Okay. Well, I'm letting you know --

21 MR. WILKINSON: If I can give you a call back -- I  
22 want to find out what is going on on the other end, why  
23 they're not taking it all at once.

24 MS. GIBBS: I'm not advising you not to do that.  
25 I want you to -- you should do that. But at this point,

1 whether it's 20 minutes or 15 minutes, I have to have  
2 resolution on the call as to whether or not you want us to  
3 carry the traffic or you don't. That's why I asked you if  
4 you could send over the addendum on your company letterhead,  
5 along with the letter of authorization, and we'll keep it up  
6 and running for as long as we have to, whether it's 20  
7 minutes, whether it's 15 minutes, the end of business today,  
8 first thing in the morning, whatever the case may be, I have  
9 to have resolution on the call once we make the contact.  
10 Otherwise, the system just causes a disruption to everything  
11 because we don't have authorization at this point to bill  
12 you. And it could be misconstrued as us slamming you  
13 because we don't have that authorization anymore.

14           And it is probably because they sent in the cancel  
15 because they could actually switch over the service because  
16 the thing of it is that it's still sitting here with us.

17           MR. WILKINSON: All the lines are still sitting  
18 there with you?

19           MS. GIBBS: Yes. And that's the reason why it was  
20 (inaudible) to my office, and I called you first before  
21 anybody did that because, you know, (inaudible) for what  
22 caused you to do this in the first place. Even though this  
23 is not our fault, I still didn't want you to have a bad  
24 taste in your mouth about our company. And unfortunately --

25           MR. WILKINSON: I really appreciate that.



1 MS. GIBBS: Yes.

2 MR. WILKINSON: (Inaudible.)

3 MS. GIBBS: Oh, no, no. (Inaudible) that you are.

4 It's just that I have to have resolution on the call as to  
5 what you want us to do because our company is in a liability  
6 right now carrying the traffic without the authorization.

7 MR. WILKINSON: Uh-huh.

8 MS. GIBBS: So that's why I say, if you want to  
9 grab your company letterhead, I'll tell you exactly what to  
10 put. You have to list that it's only temporarily until the  
11 new company can pick you up. You need to state that on the  
12 letterhead, and then on the form itself put "see attached  
13 addendum" so that they know that it's an addendum is  
14 attached to it. And this call is monitored in its entirety,  
15 so we know that you're leaving. And whomever else that will  
16 listen to it in your local, they know that you're leaving.

17 MR. WILKINSON: I'll write this down. I've got to  
18 see what it says. Go ahead.

19 MS. GIBBS: This form authorizes Advantage to keep  
20 my lines -- when you have all that, you can tell me.

21 MR. WILKINSON: This form authorizes Advantage --

22 MS. GIBBS: Advantage to keep my lines up and  
23 running until -- and what company are you going with? Do  
24 you know what company?

25 MR. WILKINSON: Keep my lines up and running

1 until --

2 MS. GIBBS: And what long distance company are you  
3 going to?

4 MR. WILKINSON: I'll plug that in. Go ahead.

5 MS. GIBBS: I'm sorry?

6 MR. WILKINSON: I'll plug that in.

7 MS. GIBBS: Okay -- can switch all of my telephone  
8 lines -- you might want to state it on the call who you are  
9 switching to. That's why I asked you.

10 MR. WILKINSON: Until you can switch all of my  
11 telephone lines --

12 MS. GIBBS: To their network service.

13 MR. WILKINSON: Okay. Anything else?

14 MS. GIBBS: No. You've just got to date it and  
15 sign it. And the form is sitting on your fax machine right  
16 now. The only thing that I need on the form is just a  
17 company billing name.

18 MR. WILKINSON: You need me to write that down on  
19 the form then?

20 MS. GIBBS: No. I need you to write what you just  
21 wrote on your company letterhead.

22 MR. WILKINSON: And send it back with the form  
23 that you're faxing to me?

24 MS. GIBBS: Exactly. And it's sitting there right  
25 now. I'm going to (inaudible) on the recorded line that I

1 have it, and we're done. And then basically we keep the  
2 service up and running until they come in and pick up.

3 MR. WILKINSON: You're going to confirm what?

4 MS. GIBBS: I have to confirm with you on this  
5 recorded line that I received the two forms back from you.  
6 And then I'm going to let the call go.

7 MR. WILKINSON: I'm going to look and see what the  
8 form is that you have faxed to me. I don't even have it in  
9 front of me.

10 MS. GIBBS: I understand that.

11 MR. WILKINSON: You're asking me to confirm  
12 something I don't know anything about.

13 MS. GIBBS: No. I didn't say that. I said once  
14 you read it --

15 MR. WILKINSON: You said I need to confirm this on  
16 the phone with you right now.

17 MS. GIBBS: No. I'm saying to you once you grab  
18 it -- and obviously you look at it -- it's the same exact  
19 form that you signed when you came on board with us 2001.

20 MR. WILKINSON: Okay. I'm going to need to  
21 (inaudible) the form. I'm going to need to read it.

22 MS. GIBBS: That's fine. I don't mind holding for  
23 you to do that because I have -- I told you I have to --

24 MR. WILKINSON: That's fine, Marsha. Listen, if  
25 you want to cancel all my lines -- I mean, do what you have

1 to do. I don't think that's right to call me up and tell me

2 I've got to do this all --

3 MS. GIBBS: (Inaudible.) We really don't get this  
4 reaction a lot from anybody.

5 MR. WILKINSON: Marsha, I'm very busy. I can't  
6 just drop everything I'm doing right at this moment --

7 MS. GIBBS: Well, you're leaving us. You're  
8 leaving our company.

9 MR. WILKINSON: -- half hour to an hour.

10 MS. GIBBS: Okay. Well, the thing of it is  
11 that --

12 MR. WILKINSON: -- happen here if you --

13 MS. GIBBS: Well, hold on a minute because you're  
14 talking over me, Jeff. Hello?

15 MR. WILKINSON: I'm trying to say something.

16 MS. GIBBS: Okay. Well, this is the thing. I  
17 wouldn't dare try to come in and tell you how to run your  
18 company or your company's procedures or your policies. I'm  
19 letting you know what I need from you in order to keep this  
20 service up and running until this company can pick you up.  
21 You're leaving from us. You're a company that's going to  
22 another service. You know, I would think that we'd have  
23 some level of integrity that we called you to let you know  
24 what was going on, and I told you what I needed back in  
25 order to keep them up so that your service is not a

1 detriment, okay? And the thing of it is that I understand  
2 that your time is valuable, and I hope you can understand  
3 mine is, too. And I know you have other things to do than  
4 to stay on this phone. And if your service gets cut off,  
5 then obviously you're going to be in even more of a  
6 detriment. So let's do what we need to do to keep it back  
7 on until you can find out what is going on with this  
8 company.

9 MR. WILKINSON: May I say something?

10 MS. GIBBS: Well, the thing of it is that you  
11 didn't even let me finish, and you were way talking over me.

12 MR. WILKINSON: May I say something?

13 MS. GIBBS: I haven't finished yet.

14 MR. WILKINSON: Okay. Go ahead.

15 MS. GIBBS: So what I'm saying to you is that I  
16 need to get the form back from you so that I can keep your  
17 service up and running until your new company can pick you  
18 up. Hopefully, they do it expediently, and then that way  
19 you don't have to take any more time with it. But I'm  
20 letting you know -- I wish I could sit here and say, okay,  
21 let's wait an hour, let's wait two hours. I'm sure you can  
22 understand, being in business yourself -- I don't know what  
23 your position is there exactly. But if your company is at a  
24 detriment, we're trying to help you. We know that you're  
25 leaving. We're just pretty much picking up the ball until

1 they can pick it up, you know.

2 Out of courtesy, I would expect for you to send it  
3 back to me if that's what you want us to go ahead and do.

4 That's what I very clearly asked you in the beginning of the  
5 call, whether or not you wanted us to keep the lines up and  
6 running, or whether you wanted us to take it down. And  
7 certainly this is not our fault. (Inaudible) cause you to  
8 do this in the first place. But I need to have resolution  
9 from you on this call because this call is monitored in its  
10 entirety.

11 Right now, we're carrying the traffic at a  
12 liability because we don't have permission to carry it, and  
13 they've already issued a disconnect and everything from  
14 here. The last call that's on your 800 number was just an  
15 hour ago. So if you want me to wait an hour, I can't ensure  
16 you that the service will not be disrupted. That's what I'm  
17 trying to tell you.

18 MR. WILKINSON: Okay.

19 MS. GIBBS: (Inaudible.)

20 MR. WILKINSON: Marsha, I'm sure it is. Marsha, I  
21 have three people out here that have been waiting for me  
22 since I've been on the phone.

23 MS. GIBBS: Well, we've been on the phone now for  
24 two minutes explaining (inaudible) each other. It would  
25 take two minutes for you to grab this form, send it to me.

1 I can confirm with you I have it. You don't have to talk to  
2 me anymore today.

3 MR. WILKINSON: Marsha, will you give me a phone  
4 number to call you back at, please?

5 MS. GIBBS: I'll give you a phone number, but I  
6 can't guarantee that these lines won't be cut off because I  
7 told you what I needed.

8 MR. WILKINSON: I'd appreciate a phone number. I  
9 will call you back very shortly.

10 MS. GIBBS: It's 800-636-6670. My direct  
11 extension is 5636.

12 MR. WILKINSON: Five-six-three-six. Okay. I will  
13 call you back shortly, Marsha, okay?

14 MS. GIBBS: Thank you.

15 MR. WILKINSON: Thank you.

16 (End of call)

17 FEMALE SPEAKER: (Inaudible.)

18 MS. GIBBS: Yes. Can I speak to Jared, please?

19 FEMALE SPEAKER: Sure. Just a moment.

20 MS. GIBBS: Thank you.

21 (Pause)

22 MALE SPEAKER: This is Jared.

23 MS. GIBBS: Hi, Jared. My name is Marsha Gibbs.  
24 I'm calling from Horizon One Communications. How are you?

25 MALE SPEAKER: All right.

1 MS. GIBBS: I'll let you know calls are monitored  
2 and recorded for quality assurance purposes.

3 MALE SPEAKER: Okay.

4 MS. GIBBS: I called to apologize, actually. I  
5 see here where you're leaving our service.

6 MALE SPEAKER: Uh-huh.

7 MS. GIBBS: And I wanted to apologize. Obviously,  
8 we let you down. We want to thank you for the business you  
9 did give us. And if things don't work out with your new  
10 carrier, we'd like an opportunity to work with you again in  
11 the future.

12 MALE SPEAKER: Okay.

13 MS. GIBBS: Now your lines are still billing here  
14 with us. I wanted to know if you want us to leave those  
15 lines up and running for right now, or do you want us to  
16 just go ahead and take the service down.

17 MALE SPEAKER: They're still billing with you?

18 MS. GIBBS: Yeah. The 800 numbers are still here.  
19 All of the numbers are still billing (inaudible) yesterday  
20 and today. This is the thing. No fault to your new  
21 carrier. It's probably that we got our alert a little bit  
22 too soon before they could actually complete it.

23 MALE SPEAKER: Okay.

24 MS. GIBBS: That's the reason why we're still  
25 having traffic here, and the local (inaudible) is still



1 here. It takes a while to get that done. And we probably  
2 shouldn't have been alerted this soon, but, you know --

3 MALE SPEAKER: They told me last week that it was  
4 already switched.

5 MS. GIBBS: No. Unfortunately, they haven't  
6 completed it yet. Now that's not to say that they're going  
7 to -- did you talk to them on Friday?

8 MALE SPEAKER: No. I talked to them --

9 MS. GIBBS: Thursday?

10 MALE SPEAKER: Monday.

11 MS. GIBBS: Oh, okay.

12 MALE SPEAKER: They told me it was being switched  
13 on Tuesday.

14 MS. GIBBS: Well, the thing of it is, this might  
15 have some bearing here because what we're getting is a  
16 misname mismatch on some of the lines. And it's probably  
17 that your billing name under us is listed as Advance Tech  
18 Screen Printing. The physical is under Advance Tech Screen  
19 Printing, Inc.

20 MALE SPEAKER: Okay.

21 MS. GIBBS: Did you know that?

22 MALE SPEAKER: I was not aware.

23 MS. GIBBS: Yeah. And so what happened is even if  
24 ours is not correct, theirs has to match ours exactly.

25 MALE SPEAKER: Okay.

1 MS. GIBBS: And so in essence, when you talk to  
2 them again -- do you have a pen? I'm going to have you  
3 write a couple of things down.

4 MALE SPEAKER: Yeah.

5 MS. GIBBS: Tell them to resend all the lines --  
6 and that's with a D on the end, resend.

7 MALE SPEAKER: Okay.

8 MS. GIBBS: And then make sure that they also  
9 request RESTORG.

10 MALE SPEAKER: Can you spell that?

11 MS. GIBBS: It's R-E-S-T-O-R-G.

12 MALE SPEAKER: Okay.

13 MS. GIBBS: On everything.

14 MALE SPEAKER: Okay.

15 MS. GIBBS: And so this is what I'm going to do.  
16 I'm going to send you a letter of agency from our company.  
17 This will allow us to carry the traffic in the interim  
18 period only until this company can pick you up.

19 MALE SPEAKER: Okay.

20 MS. GIBBS: I want you to state on company  
21 letterhead that it's only for that short period of time.  
22 And on the form itself, you need to put "see attached  
23 addendum."

24 MALE SPEAKER: Okay.

25 MS. GIBBS: Unfortunately, because the lines are

1 -- this whole call is recorded in its entirety -- I actually  
2 have to confirm with you on this same line that I received  
3 it back.

4 MALE SPEAKER: Okay.

5 MS. GIBBS: It will only take two minutes. If you  
6 grab that company letterhead, I'll tell you exactly what  
7 (inaudible), and the form is on its way right now.

8 MALE SPEAKER: Okay. Hold on one second.

9 MS. GIBBS: Not a problem.

10 (Pause)

11 MALE SPEAKER: Are you still there?

12 MS. GIBBS: Uh-huh.

13 MALE SPEAKER: Okay. I'm still waiting for it.

14 MS. GIBBS: Not a problem.

15 MALE SPEAKER: The first page just came.

16 MS. GIBBS: Okay.

17 MALE SPEAKER: You need me to fill this out --

18 MS. GIBBS: Yeah.

19 MALE SPEAKER: -- on the letterhead and then send  
20 it back?

21 MS. GIBBS: Yeah. I just need you to the  
22 (inaudible) on the letterhead.

23 MALE SPEAKER: Okay.

24 MS. GIBBS: Because it's an addendum that you're  
25 attaching with (inaudible).

1 MALE SPEAKER: Okay.

2 MS. GIBBS: And then you have to put "see attached  
3 addendum" on the form.

4 MALE SPEAKER: Okay.

5 MS. GIBBS: And the fax is just two minutes away  
6 from me. It shouldn't take that much longer at all.

7 MALE SPEAKER: Okay. Here it comes.

8 MS. GIBBS: Okay. Do you have the company  
9 letterhead? I'll tell you what to put.

10 MALE SPEAKER: Yeah.

11 MS. GIBBS: Okay. This form authorizes Horizon  
12 One Communications -- or you can put HOC.

13 MALE SPEAKER: Okay.

14 MS. GIBBS: To keep my lines up and running --

15 MALE SPEAKER: Okay.

16 MS. GIBBS: To keep all of my lines up and  
17 running. I'm sorry.

18 MALE SPEAKER: Okay.

19 MS. GIBBS: Until the new carrier can properly  
20 switch all telephone lines to their service. Did I go too  
21 fast? I probably did, huh?

22 MALE SPEAKER: Can properly switch -- keep all my  
23 lines until the new carrier can properly switch -- and then  
24 I'm lost.

25 MS. GIBBS: Okay. Until my carrier can properly

1 switch all of my lines to their service.

2 MALE SPEAKER: Okay. I think the fax is done.

3 MS. GIBBS: Okay. Not a problem.

4 MALE SPEAKER: Okay. I'm done here.

5 MS. GIBBS: Okay. The only thing that we need is  
6 just a company billing name, today's name, and the  
7 signature. Today is the 22nd, I think it is. I didn't have  
8 coffee this morning. And then you see where it says  
9 "additional numbers"? Put "see attached addendum."

10 MALE SPEAKER: Okay.

11 MS. GIBBS: And we'll keep them all up and  
12 running, Jared, until they come in and pick them up, and you  
13 don't have to worry.

14 MALE SPEAKER: Okay.

15 MS. GIBBS: And if you (inaudible) only two feet  
16 away from me. I'm just going to grab it and let you know I  
17 got it, and that's it.

18 MALE SPEAKER: Okay.

19 MS. GIBBS: Let me give you my direct fax. And  
20 let me give you my direct line, too, so if you have any  
21 questions after this, you can call me directly.

22 MALE SPEAKER: Okay.

23 MS. GIBBS: It's 800-636-6670.

24 MALE SPEAKER: Okay.

25 (Pause)

1 MALE SPEAKER: I'm sorry this has taken so long.

2 MS. GIBBS: That's okay.

3 MALE SPEAKER: My fax machine is kind of tied up  
4 right now.

5 MS. GIBBS: It is? Okay. How many pages do you  
6 have coming in?

7 MALE SPEAKER: A lot, like 18 pages.

8 MS. GIBBS: Oh, my God. Okay.

9 MALE SPEAKER: Can I just fax this to you when  
10 that's --

11 MS. GIBBS: Yeah. Just fax it to me when it's  
12 free, and it will come back. I'll call you because I still  
13 have to do it.

14 MALE SPEAKER: Right.

15 MS. GIBBS: I still have to confirm with you I got  
16 it.

17 MALE SPEAKER: Right.

18 MS. GIBBS: So I'll call you right back.

19 MALE SPEAKER: Okay.

20 MS. GIBBS: What do you think, in about 20  
21 minutes?

22 MALE SPEAKER: Yeah. That would give me more than  
23 enough time.

24 MS. GIBBS: Okay. Thank you.

25 MALE SPEAKER: Okay.

1 MS. GIBBS: Bye-bye.

2 (End of call)

3 (Side B)

4 FEMALE SPEAKER: What is your call back number,  
5 sir?

6 MALE SPEAKER: 1-800-748-4644.

7 FEMALE SPEAKER: Okay. So let me see if I've got  
8 this right. We did not cancel the number simply because we  
9 wanted this to be with them -- would not have their service  
10 disrupted and to simply move, sliding over to you. So are  
11 you requesting that we actually cancel this number now?

12 MALE SPEAKER: Absolutely not.

13 FEMALE SPEAKER: Oh, absolutely not. We have no  
14 reason to hold this number. We have a zero balance here.  
15 We don't want to hold the number.

16 MALE SPEAKER: I understand.

17 FEMALE SPEAKER: All they need to do is contact  
18 us. And on the numbers, we have contact Wiltell (phonetic),  
19 with your LOA. You have an LOA from your folks, don't you?

20 MALE SPEAKER: We have a response letter of  
21 authorization, absolutely.

22 FEMALE SPEAKER: Yeah. That's your LOA. And then  
23 what happens is Wiltell calls us, and then we release it.  
24 It's really a simple matter. We do it --

25 MALE SPEAKER: I'm familiar with the procedure.

1 However, that is not what has happened.

2 FEMALE SPEAKER: Oh, okay. Well, I'll be  
3 expecting your fax. In the meantime, I'll just on and I'll  
4 speak with the department that handles that sort of thing  
5 and get their input on it, and go ahead and take care of  
6 that. So you don't want us to cancel the number.

7 MALE SPEAKER: I don't have the authorization. So  
8 I'm not the customer.

9 FEMALE SPEAKER: Believe me, sir, we don't want it  
10 to continue billing. So we would be eager, anxious, and  
11 awaiting the request.

12 MALE SPEAKER: Okay. Well, when I received the  
13 document that was denied by your company from the  
14 (inaudible).

15 FEMALE SPEAKER: When was that denied?

16 MALE SPEAKER: This is the second time. But as of  
17 4:00 p.m. today -- this is when I received the second reject  
18 notification.

19 FEMALE SPEAKER: The first?

20 MALE SPEAKER: The first was when the account was  
21 originally set up, which was back in May. They assigned  
22 paperwork with us on -- the account was set up on the fourth  
23 of May.

24 FEMALE SPEAKER: Okay. Let me write down these  
25 numbers. I'm going to send them by courier to another



1 department.

2 MALE SPEAKER: Okay.

3 FEMALE SPEAKER: What are the numbers that you  
4 have, sir?

5 MALE SPEAKER: 800-839-9676, 800-523-5038, and  
6 800-829-6290.

7 FEMALE SPEAKER: Okay. As I look at these, I  
8 don't see -- what is the carrier's name?

9 MALE SPEAKER: Express Tel.

10 FEMALE SPEAKER: Express Tel. Right here, Bob.  
11 She is calling your company right now.

12 MALE SPEAKER: Okay.

13 FEMALE SPEAKER: They're 800, all of them. Let  
14 the big guys handle this now.

15 (End of call)

16 FEMALE SPEAKER: His name is Adam.

17 MS. SULLIVAN: Adam? Hi. I'm sorry. You're from  
18 Express Tel?

19 MALE SPEAKER: That's correct.

20 MS. SULLIVAN: Okay. First of all, you're calling  
21 the wrong vendor because you need to be calling Worldcom  
22 direct. We're not the carrier, so we do not reject numbers  
23 in this building. I mean, NOS does not reject numbers.  
24 Worldcom does. And I tried to get hold of Worldcom myself  
25 to see if orders had actually been placed. But